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**SYSTEM AND METHOD FOR ALLOWING A USER TO ENSURE ACTIONS
TAKEN ON A DOCUMENT ARE APPLIED TO THE MOST RECENT
ELECTRONIC CORRESPONDENCE**

BACKGROUND OF THE INVENTION

1. Technical Field:

The present invention relates generally to an improved data processing system, and in particular, to a method and apparatus for managing the transfer of data. Still more particularly, the present invention relates to a method, apparatus, and computer instructions for managing email messages exchanged between users.

2. Description of Related Art:

The Internet, also referred to as an "internetwork", is a set of computer networks, possibly dissimilar, joined together by means of gateways that handle data transfer and the conversion of messages from a protocol of the sending network to a protocol used by the receiving network. When capitalized, the term "Internet" refers to the collection of networks and gateways that use the TCP/IP suite of protocols.

The Internet has become a cultural fixture as a source of both information and entertainment. Many businesses are creating Internet sites as an integral part of their marketing efforts, informing consumers of the products or services offered by the business or providing other information seeking to engender brand loyalty. Many federal, state, and local government agencies are also

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employing Internet sites for informational purposes, particularly agencies which must interact with virtually all segments of society such as the Internal Revenue Service and secretaries of state. Providing informational guides and/or searchable databases of online public records may reduce operating costs. Further, the Internet is becoming increasingly popular as a medium for commercial transactions.

Currently, the one commonly employed method of transferring data over the Internet is to employ the World Wide Web environment, also called simply "the Web". Other Internet resources exist for transferring information, such as File Transfer Protocol (FTP) and Gopher, but have not achieved the popularity of the Web. In the Web environment, servers and clients effect data transaction using the Hypertext Transfer Protocol (HTTP), a known protocol for handling the transfer of various data files (e.g., text, still graphic images, audio, motion video, etc.). The information in various data files is formatted for presentation to a user by a standard page description language, the Hypertext Markup Language (HTML).

The Internet also is widely used to transfer applications to users using browsers. With respect to commerce on the Web, individual consumers and businesses use the Web to purchase various goods and services. In offering goods and services, some companies offer goods and services solely on the Web while others use the Web to extend their reach.

Another popular use of the Internet is for the exchange of electronic mail, also referred to as "email"

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messages. An email system typically involves a server-based mail program residing on a server computer to manage the exchange of email messages over one or more networks and a client-based mail program residing on the client to implement a mailbox that receives and holds the email messages for a user. Typically, these client-based programs also include a graphical user interface to enable a user to easily and conveniently open and read email messages in addition to creating new email messages.

Email is used both at home and work by many users. At home, email is a widespread form of communication that has quickly overtaken the "written" letter. In the work area, email is becoming increasingly important to the flow of information for business processes. Many workflow steps are required for the propagation of an email message, either as a "reply" or as a "forward" of the information. Each step in the workflow, after the creation of the initial email message, involves, for example, a user initiating a reply, adding or modifying content for the initial email message, and then sending the reply. A user may reply to an email message by either replying to the sender through using a "reply" option or reply to the sender and all of the recipients through the use of a "reply to all" option. The "reply to all" option is often used in the workflow process so that all of the participants in a discussion or exchange of information may see comments from the sender of a reply.

As a result, a user may receive multiple comments

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from different users for a single email message when that email message has been distributed to a number of different users. In some cases, a user may reply to a message without realizing that another user has made a reply that may change the content of the user's message. Each time a reply is made, a newer copy or version of the email message is generated. A new copy or version also is generated when a message is forwarded to a recipient. One key recurring problem in email systems, when used in a business process, is an inability for a user to ensure that the selected email message for propagation is the most recently available copy or version of the email message. Currently, a user is required to scan their "inbox" to verify that they have selected the correct version of the email message.

A user visually scanning an "inbox" to identify a most recent version of an email message may be difficult in some cases. For example, in some cases, a user may receive hundreds of email messages in a single day. Scanning the inbox is subject to user error in skipping or missing a message. Further, while composing a message, a reply may be received from another user that may affect the content of the message that the user is composing.

Therefore, it would be advantageous to have an improved method, apparatus, and computer instructions for ensuring that actions taken on a document are applied to the most recent email message.

SUMMARY OF THE INVENTION

The present invention provides a method, apparatus, and computer instructions for indicating most recent documents, such as email messages in a message file. A determination is made as to whether a more recent message in a thread of related messages is present in the message file in response to a first user input selecting a message for processing. A first indication of the more recent message is presented if the more recent message in the thread of related messages is present in the message file. A determination is made as to whether the more recent message in the thread of related messages has been received in the message file in response to a second user input to send the message. A second indication of the more recent message in the thread of related messages is presented if the more recent message in the thread of related messages has been received in the message file.

BRIEF DESCRIPTION OF THE DRAWINGS

The novel features believed characteristic of the invention are set forth in the appended claims. The invention itself, however, as well as a preferred mode of use, further objectives and advantages thereof, will best be understood by reference to the following detailed description of an illustrative embodiment when read in conjunction with the accompanying drawings, wherein:

Figure 1 is a pictorial representation of a network of data processing systems in which the present invention may be implemented;

Figure 2 is a block diagram of a data processing system that may be implemented as a server in accordance with a preferred embodiment of the present invention;

Figure 3 is a block diagram illustrating a data processing system in which the present invention may be implemented;

Figure 4 is a diagram illustrating components used in ensuring that user actions are applied to a most recent email message in accordance with a preferred embodiment of the present invention;

Figure 5 is a diagram illustrating a message flow propagating a document in accordance with a preferred embodiment of the present invention;

Figures 6A and **6B** are diagrams illustrating indication of more recent copies of documents in accordance with a preferred embodiment of the present invention;

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Figure 7 is a diagram illustrating header information in a document, such as an email message, in accordance with a preferred embodiment of the present invention;

Figure 8 is a flowchart of a process for ensuring user actions taken on a document are applied to the most recent version of a document in accordance with a preferred embodiment of the present invention; and

Figure 9 is a flowchart of a process for identifying a most recent version of a document in accordance with a preferred embodiment of the present invention.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENT

With reference now to the figures, **Figure 1** depicts a pictorial representation of a network of data processing systems in which the present invention may be implemented. Network data processing system **100** is a network of computers in which the present invention may be implemented. Network data processing system **100** contains a network **102**, which is the medium used to provide communications links between various devices and computers connected together within network data processing system **100**. Network **102** may include connections, such as wire, wireless communication links, or fiber optic cables.

In the depicted example, server **104** is connected to network **102** along with storage unit **106**. In addition, clients **108**, **110**, and **112** are connected to network **102**. These clients **108**, **110**, and **112** may be, for example, personal computers or network computers. In the depicted example, server **104** provides servers as an email server to provide email services to clients **108-112**. Clients **108**, **110**, and **112** are clients to server **104** and use server **104** to send and receive email messages. Each of these clients may contain an email message program that sends and receives email messages. Alternatively, clients **108-112** may use a Web based email system in which a browser program is to send and receive email messages. Network data processing system **100** may include additional servers, clients, and other devices not shown.

In the depicted example, network data processing system **100** is the Internet with network **102** representing a

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worldwide collection of networks and gateways that use the Transmission Control Protocol/Internet Protocol (TCP/IP) suite of protocols to communicate with one another. At the heart of the Internet is a backbone of high-speed data communication lines between major nodes or host computers, consisting of thousands of commercial, government, educational and other computer systems that route data and messages. Of course, network data processing system **100** also may be implemented as a number of different types of networks, such as for example, an intranet, a local area network (LAN), or a wide area network (WAN). **Figure 1** is intended as an example, and not as an architectural limitation for the present invention.

Referring to **Figure 2**, a block diagram of a data processing system that may be implemented as a server, such as server **104** in **Figure 1**, is depicted in accordance with a preferred embodiment of the present invention. Data processing system **200** is employed to function as an email server in these examples.

Data processing system **200** is a symmetric multiprocessor (SMP) system including a plurality of processors **202** and **204** connected to system bus **206**. Alternatively, a single processor system may be employed. Also connected to system bus **206** is memory controller/cache **208**, which provides an interface to local memory **209**. I/O bus bridge **210** is connected to system bus **206** and provides an interface to I/O bus **212**. Memory controller/cache **208** and I/O bus bridge **210** may be integrated as depicted.

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Peripheral component interconnect (PCI) bus bridge **214** connected to I/O bus **212** provides an interface to PCI local bus **216**. A number of modems may be connected to PCI local bus **216**. Typical PCI bus implementations will support four PCI expansion slots or add-in connectors. Communications links to clients **108-112** in **Figure 1** may be provided through modem **218** and network adapter **220** connected to PCI local bus **216**.

Additional PCI bus bridges **222** and **224** provide interfaces for additional PCI local buses **226** and **228**, from which additional modems or network adapters may be supported. In this manner, data processing system **200** allows connections to multiple network computers. A memory-mapped graphics adapter **230** and hard disk **232** may also be connected to I/O bus **212** as depicted, either directly or indirectly.

Those of ordinary skill in the art will appreciate that the hardware depicted in **Figure 2** may vary. For example, other peripheral devices, such as optical disk drives and the like, also may be used in addition to or in place of the hardware depicted. The depicted example is not meant to imply architectural limitations with respect to the present invention.

The data processing system depicted in **Figure 2** may be, for example, an IBM eServer pSeries system, a product of International Business Machines Corporation in Armonk, New York, running the Advanced Interactive Executive (AIX) operating system or LINUX operating system.

With reference now to **Figure 3**, a block diagram illustrating a data processing system is depicted in which

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the present invention may be implemented. Data processing system **300** is an example of a client that is used to access email services.

As shown, data processing system **300** employs a peripheral component interconnect (PCI) local bus architecture. Although the depicted example employs a PCI bus, other bus architectures such as Accelerated Graphics Port (AGP) and Industry Standard Architecture (ISA) may be used. Processor **302** and main memory **304** are connected to PCI local bus **306** through PCI bridge **308**. PCI bridge **308** also may include an integrated memory controller and cache memory for processor **302**. Additional connections to PCI local bus **306** may be made through direct component interconnection or through add-in boards.

In the depicted example, local area network (LAN) adapter **310**, SCSI host bus adapter **312**, and expansion bus interface **314** are connected to PCI local bus **306** by direct component connection. In contrast, audio adapter **316**, graphics adapter **318**, and audio/video adapter **319** are connected to PCI local bus **306** by add-in boards inserted into expansion slots. Expansion bus interface **314** provides a connection for a keyboard and mouse adapter **320**, modem **322**, and additional memory **324**. Small computer system interface (SCSI) host bus adapter **312** provides a connection for hard disk drive **326**, tape drive **328**, and CD-ROM drive **330**.

An operating system runs on processor **302** and is used to coordinate and provide control of various components within data processing system **300** in **Figure 3**. The operating system may be a commercially available operating

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system, such as Windows XP, which is available from Microsoft Corporation. Instructions for the operating system and applications or programs are located on storage devices, such as hard disk drive **326**, and may be loaded into main memory **304** for execution by processor **302**. In these illustrative examples, these applications include an email program or a browser for facilitating the exchange of email messages.

Those of ordinary skill in the art will appreciate that the hardware in **Figure 3** may vary depending on the implementation. Other internal hardware or peripheral devices, such as flash read-only memory (ROM), equivalent nonvolatile memory, or optical disk drives and the like, may be used in addition to or in place of the hardware depicted in **Figure 3**. Also, the processes of the present invention may be applied to a multiprocessor data processing system.

The particular illustration of data processing system **300** is meant to limit the implementation of the present invention in a client computer, such as a workstation or a personal computer. For example, data processing system **300** may be a personal digital assistant (PDA) device, which is configured with ROM and/or flash ROM in order to provide non-volatile memory for storing operating system files and/or user-generated data. For example, data processing system **300** also may be a notebook computer or hand held computer in addition to taking the form of a PDA. Data processing system **300** also may be a kiosk or a Web appliance.

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The present invention provides an improved method, apparatus, and computer instructions for managing user actions taken on documents. The mechanism of the present invention assists a user in finding a most recent document within the same thread for propagation. In the illustrative examples, these documents are email messages.

The mechanism of the present invention is initiated at two different times in a workflow step in the illustrative examples. The mechanism is initiated when the workflow step begins. The workflow step begins when the user, for example, chooses to reply to an email message. Further, this mechanism also is initiated when the workflow step is completed. In these examples, the workflow step completes in these illustrative examples when a "send" key is selected. If, at either of these times, a more recent email message within the same thread is discovered, a prompt or warning is presented to the user. At that time, the user may reapply the workflow process to the more recent email message.

In this manner, the user may draft the appropriate response or make the appropriate changes to an email message. A later received email message may result in a change in the content composed by the user. For example, a reply received from another user may address the issue for which the workflow has been initiated. In this case, a reply to an email message may be cancelled. In other cases, a reply from another user may raise a new issue that the user wishes to address in the current reply.

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If the user has chosen to reply to an email message that has a more recent reply than the one selected by the user, bringing the user's attention to the more recent reply may result in the user canceling the reply if the more recent email message addresses the issue for which the workflow has been initiated. In other cases, by identifying a more recent email message, the user may change the content of the reply.

With reference now to **Figure 4**, a diagram illustrating components used in ensuring that user actions are applied to a most recent email message is depicted in accordance with a preferred embodiment of the present invention. In this illustrative example, email client **400**, email client **402**, and email client **404** are clients located in different data processing systems, such as client **108**, client **110**, and client **112** in **Figure 1**. These email clients may be implemented using various programs, such as Microsoft Outlook, which is available from Microsoft Corporation, or Lotus Notes, which is available from International Business Machines Corporation. Message file **406**, message file **408**, and message file **410** are associated with these email clients. These message files serve to store email messages received by the clients. These message files may be organized into various mailboxes, such as an inbox, a sent items folder, a deleted folder, and an outbox.

These email programs may employ different protocols. For example, simple mail transfer protocol (SMTP) is a standard email protocol that is based on transmission control protocol (TCP)/Internet protocol (IP). This

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protocol defines a message format and the message transfer agent, which stores and forwards the mail. Other protocols, such as post office protocol 3 (POP3) also may be employed.

These email clients are employed by users to send email back and forth between different users through email server **412**. Email messages sent to other email clients are stored in email message database **414** in this illustrative example. When an email client connects to email server **412**, any messages for that particular email client are then sent to the client.

As illustrated, these email clients include an additional process, workflow process **416**, workflow process **418**, and workflow process **420**. These processes are used to ensure that a user is initiating a workflow step with respect to the most recent copy or version of an email message or document. These workflow processes may be implemented as part of the email clients or as plug-ins to provide additional functionality for the email clients.

In these examples, a document, such as an email message, is propagated as replies are made to the document or as the document is forwarded to others. With each propagation of the document, additional information may be added to the document.

In the illustrative examples, the propagation of the document will be described with respect to replies. Of course, this mechanism may be applied to other types of document propagations, such as the forwarding of documents. For example, the mechanism of the present

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invention may be applied to short message service (SMS), multimedia message service (MMS), and forms management systems, such as those used for expense approvals or requests for information.

If a user at email client **400** selects a document for a workflow step, the workflow step is initiated when the document is selected. At this time, workflow process **416** determines whether the selected document is the most recent document in the thread. Workflow process **416** checks other documents within message file **406** to determine whether a more recent message in the thread is present in message file **406**. If a more recent version is present, the user is notified that a more recent version is available. At this time, the user may choose to continue to generate a reply with the selected document or switch to the newer document.

When the user completes the workflow step by entering a user input to transmit the reply, workflow process **416** again checks message file **406** to see whether a more recent message in the thread is present in message file **406**. This additional check is made to determine whether a more recent version of the document has been received since the user began drafting the reply.

In some cases, a reply may take hours or days to properly draft. In the intervening time when the user has begun the reply and decides to send the reply, one or more recent documents may be received. Again, if a more recent version of the document is present in message file **406**, the user is prompted to determine whether to send the reply or cancel the reply. The user may cancel the

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reply to draft a reply to the more recent version of the document.

In the illustrative examples, workflow process **416**, workflow process **418**, and workflow process **420** include a function or process to allow identifying the origin or order of documents. In these examples, a document management system is employed to track the document flow history and ordering of that history. This process is implemented within workflow process **416**, workflow process **418**, and workflow process **420**, and global unique ID (GUID) process **422**. This mechanism adds information to the document header to track the origin and order of documents. GUID process **422** is employed to provide global unique identifiers for use in this tracking by workflow process **416**, workflow process **418**, and workflow process **420**. A GUID is a value, number, or string, which is guaranteed to be unique within the system. For example, a GUID may be a combination of a value, such as a unique network address of a source or author document handling client, combined with a value, such as a timestamp, random number, or document serial number.

With reference next to **Figure 5**, a diagram illustrating a message flow propagating a document is depicted in accordance with a preferred embodiment of the present invention. Message flow **500** begins with User A generating message **502**. This message is sent to User B and User C. User B generates reply **504**, which is a more recent version of the document in message **502**. In other words, reply **504** is a newer version of a document that is being edited and added to by User B. Reply **504** is sent to

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User A and User C. In these illustrative examples, a workflow step occurs each time a reply is initiated and sent.

At this time, if User C chooses to generate a reply selecting message **502**, the workflow process in the email client for User C checks to see whether a more recent version of that document is present. In this case, a more recent version, reply **504**, is present. In response to this identification, the workflow process generates a prompt to alert User C that a more recent version of message **502** is present. At that time, the user may cancel the reply to message **502** and begin a reply to reply **504** or continue with the reply to message **502**. User C may wish to change the reply from message **502** to that for reply **504** to address issues or changes made to the document by User B.

In this illustrative example, User C drafts reply **506** to reply **504** in response to the prompt. When User C is ready to send reply **506**, the workflow process in the email client makes another check to determine whether a more recent version of the document is present. A more recent version of the document would be an additional reply to message **502** in this illustrative example. For example, User A may have replied to reply **504** while User C is generating reply **506**. If such a reply is found by the workflow process, then a prompt is generated for User C to indicate that a more recent version of the document is present. At that time, User C may decide to send reply **506** or may draft a reply to the new document.

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An alternative mechanism for identifying related messages involves scanning document headers of messages in an inbox. For example, the subject, sender, timestamp, and recipients may be analyzed heuristically to determine whether messages are related and part of the same thread. Such a process may not always find all of the messages because in some cases, users may make changes to certain fields, such as the subject line. By using the GUID system in the illustrative embodiment, the use of the GUIDs in the header fields allows for the relationships between messages to be clearly defined.

With reference now to **Figures 6A** and **6B**, diagrams illustrating indication of more recent copies of documents are depicted in accordance with a preferred embodiment of the present invention. In these illustrative examples, the documents are email messages and replies being generated by a user, such as User C, as described with respect to **Figure 5**.

In this example, window **600** is an example of a graphical user interface (GUI) for an email client, such as email client **400** in **Figure 4**. As depicted, window **600** shows inbox **602** containing messages **604** and **606**. Message **604** corresponds to message **502** in **Figure 5**, while message **606** corresponds to reply **504** in **Figure 5**. If the user selects message **604** to generate a reply, the workflow process for the email client displays window **608**, which states that a more recent version of the document is available and prompts the user to indicate whether to use the more recent version for the reply. The user may choose to use the more recent version by selecting "yes"

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button **610**. If the user wishes to continue to generate a reply to message **604**, then the user selects "no" button **612**.

In **Figure 6B**, the user generates a reply in window **620**. When the reply is complete, the user selects "send" button **622**. The workflow process for the email client will then determine whether a more recent version of the document for which the reply is being generated has been received since the workflow step has begun. If a more recent version is present, then the workflow process presents window **624**. This window states that a more recent version of the document has been received since the generation of the reply began. The window prompts the user as to whether the current reply should be sent. Additionally, an identification of the more recent version of the document is shown in line **630** of window **624**. If the user chooses to send the current reply, the user selects "yes" button **626**. The user may cancel the sending by selecting "no" button **628**.

If the user selects "no" button **628**, the user may then go back and look to see whether the user desires to alter the content of the reply in window **620** or whether to generate a new reply based on the more recent version of the document.

With reference now to **Figure 7**, a diagram illustrating header information in a document, such as an email message, is depicted in accordance with a preferred embodiment of the present invention. Message **700** illustrates data items and descriptions for metadata information that may be located in a message, such as an

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email message. Message **700** includes header **702** and content **704**. Content **704** contains the text for the message. Header **702** contains the information used to route and process message **700**. In this example, header **702** contains seven entries: self GUID **706**, parent GUID **708**, origin GUID **710**, To list **712**, CC list **714**, BCC list **716**, and From field **718**.

Self GUID **706**, parent GUID **708**, and origin GUID **710** are additional information added to a header for a document. Self GUID **706** is a GUID for the current document. The current document is the document that a user generates and sends. Parent GUID **708** is a GUID for the immediate predecessor document to the current document. For example, the parent GUID identifies the document to which a reply is being made. Origin GUID **710** is the GUID of the origin document for the current document. In these illustrative examples, the origin GUID document is the first document in the propagation of the different copies of the document.

To list **712** is a list of recipients or contributors to which the current document is directed. CC list **714** is a "carbon copy" of recipients, observers, or reviewers to which copies of the current document are directed. BCC list **716** is a "blind carbon copy" list of recipients, observers, or reviewers to which copies of the current document are directed, but whose identity is not shown to other recipients, observers, and reviewers. From field **718** is an indicator of the author or sender of the current document.

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With this information, a workflow process, such as workflow process **416** in **Figure 4**, may identify the order of email messages relative to other email messages within a conversation or thread. With this identification of ordering, a workflow process may determine whether a newer version of a document is present in a message file.

With reference now to **Figure 8**, a flowchart of a process for ensuring user actions taken on a document are applied to the most recent version of a document is depicted in accordance with a preferred embodiment of the present invention. The process illustrated in **Figure 8** may be implemented in an email client, such as email client **400** in **Figure 4**. In particular, this process may be part of a workflow process added to the email client, such as workflow process **416** in **Figure 4**.

The process begins by receiving a user input to start a workflow step (step **800**). The user input, in these examples, is the user selecting a reply function to reply to an email message. Of course, other user inputs may be received to start the workflow step, such as the user may choose to forward a document. Next, the selected document is identified (step **802**). This document is the document that has been selected for use in generating a reply in the illustrative examples. A determination is made as to whether a more recent version of the document is present (step **804**).

If a more recent version is not present, then user input is received (step **806**). This user input may include, for example, edits or additions to the content in the document as well as other functions that may be

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performed with the document. A determination is made as to whether the user input indicates that the document is complete (step **808**). If the document is not complete, the process returns to step **806**.

Otherwise, a determination is then made as to whether a more recent version of the document has been received since the workflow step began (step **810**). If a more recent version has not been received, then the document is sent (step **812**) with the process terminating thereafter.

With reference again to step **810**, if a more recent version of the document has been received, then an indicator is presented (step **814**). This indicator may take various forms. For example, the indicator may be a window, such as window **624** in **Figure 6B**. A determination is then made as to whether the user has decided to cancel the transmission of the document (step **816**). If the user has decided to cancel the transmission, a determination is made as to whether the user has selected a more recent version of the document (step **818**). If the user has selected a more recent version of the document, the process returns to step **806** as described above.

Otherwise, the process terminates.

With reference again to step **816**, if the user has decided to not cancel the transmission, the process proceeds to step **812** as described above. With reference again to step **804**, if a more recent version of the document is present other than that selected by the user, an indicator is also presented (step **820**). In this example, this indicator may take the form of a window,

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such as window **608** in **Figure 6A**. A determination is then made as to whether the user has selected the more recent document for editing (step **822**). If the user has selected the more recent document, the process returns to step **802** as described above. If the user has not selected the more recent version of the document, the process proceeds to step **806** as described previously.

Turning now to **Figure 9**, a flowchart of a process for identifying a most recent version of a document is depicted in accordance with a preferred embodiment of the present invention. The process illustrated in **Figure 9** may be implemented in a client process, such as workflow process **416** in **Figure 4**.

The process begins by scanning headers in email messages located in the message file (step **900**). The process in these illustrative examples looks for GUIDs. Email messages are identified with the same origin GUID as the message selected for the workflow step (step **902**). Thereafter, the order of the messages in the identified messages are identified using the parent GUIDs found in these messages along with the self GUIDs (step **904**).

Through the use of the parent GUID and the self GUID in each message, the relationship between different messages having the same original message may be identified. More information on the manner in which information may be identified through using GUIDs may be found in Colson et al., System and Method Enabling Future Messaging Directives Based on Past Participation Via a History Monitor, Attorney Docket No. AUS920030394US1, Application/Serial No. 10/713,740, filed November 13,

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2003, assigned to the same assignee and incorporate herein by reference.

A determination is made as to whether a more recent version of the selected message is present (step **906**). If a more recent version is present, an indication of the more recent message is returned (step **908**) with the process terminating thereafter. This indication may be used to provide a warning or indication to the user through the GUI in the email client. This indication may be one, such as that provided through window **608** in **Figure 6A** or window **624** in **Figure 6B**. The process in **Figure 9** is initiated in these illustrative examples, at the beginning of the workflow step when a message is selected for processing, as well as, at the end of the workflow step when the message is ready to transmit.

With reference again to step **906**, if a more recent version of the selected message is not present, the process terminates. In this instance, the message selected by the user for processing is the most recent version of the document...

Thus, the present invention provides an improved method, apparatus, and computer instructions for ensuring that user actions taken on a document are applied to the most recent version of that document. This mechanism is especially useful in workflow involving email messages. When a workflow step is initiated, such as replying or forwarding a message, the messages in a message file, such as in an inbox, are checked to see whether the message selected for processing is the most current version or recent copy available. If the most recent

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version has not been selected, then the user is provided an indication or warning that a more recent version is present.

At that time, the user may decide to reapply the workflow step to the more recent document. This check is made a second time when the workflow step is completing and a user input is received to send the message. This second step ensures that a more recent version of the document is not received while the user is editing or adding content to a selected message. If a more recent message is present on this second check, this message is presented to the user as a possible new base for the content that the user has edited or created with respect to the selected document. Thus, the user may be ensured that the user is always working with the most recent version of a document with respect to an original document.

It is important to note that while the present invention has been described in the context of a fully functioning data processing system, those of ordinary skill in the art will appreciate that the processes of the present invention are capable of being distributed in the form of a computer readable medium of instructions and a variety of forms and that the present invention applies equally regardless of the particular type of signal bearing media actually used to carry out the distribution. Examples of computer readable media include recordable-type media, such as a floppy disk, a hard disk drive, a RAM, CD-ROMs, DVD-ROMs, and transmission-type media, such as digital and analog

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communications links, wired or wireless communications links using transmission forms, such as, for example, radio frequency and light wave transmissions. The computer readable media may take the form of coded formats that are decoded for actual use in a particular data processing system.

The description of the present invention has been presented for purposes of illustration and description, and is not intended to be exhaustive or limited to the invention in the form disclosed. Many modifications and variations will be apparent to those of ordinary skill in the art. For example, the processes illustrated above may operate in the background when a user responds or forwards a note or email message. In this type of implementation, when a user input is received to generate a reply or forward a message, the mechanism of the present invention checks to see whether a more recent message is present. The mechanism of the present invention then continues to monitor the inbox until the message is actually sent. This type of implementation results in a real-time notification of the more recent message, as soon as the message arrives. The embodiment was chosen and described in order to best explain the principles of the invention, the practical application, and to enable others of ordinary skill in the art to understand the invention for various embodiments with various modifications as are suited to the particular use contemplated.